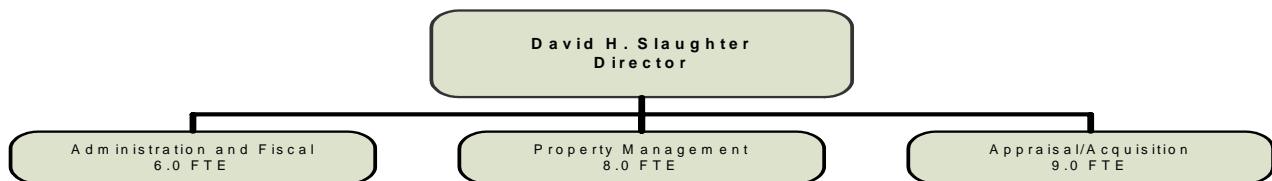# REAL ESTATE SERVICES
David H. Slaughter

I. MISSION STATEMENT

The mission of the Real Estate Services Department (RESD) is to partner with county departments and other public agencies to develop innovative, professional processes and provide cost-effective, efficient, high quality and timely support to accomplish their real estate needs to include lease negotiations and documentation, property management, appraisal services, right-of-way acquisitions, land and building purchases, surplus property sales and maintenance of the database inventory of county-owned buildings, land and leased facilities.

II. ORGANIZATIONAL CHART

III. SUMMARY OF BUDGET UNITS

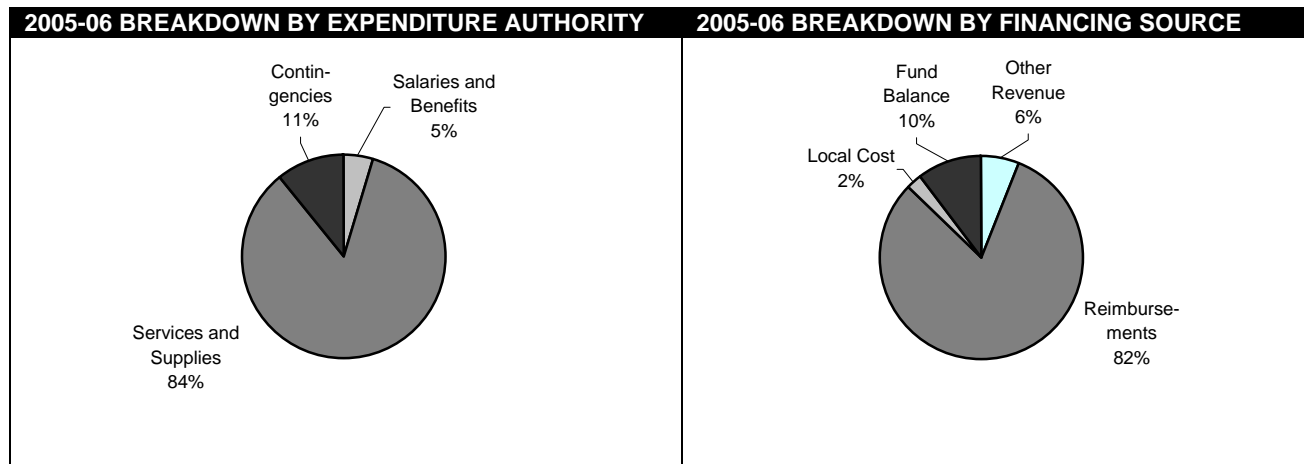|	2005-06				
	Appropriation	Revenue	Local Cost	Fund Balance	Staffing
Real Estate Services	2,360,874	1,549,650	811,224		24.0
Rents and Leases	211,592	45,912	165,680		-
Chino Ag Preserve	5,381,074	981,638		4,399,436	-
TOTAL	7,953,540	2,577,200	976,904	4,399,436	24.0

IV. DESCRIPTION OF MAJOR SERVICES

RESD negotiates and administers revenue and expenditure leases on behalf of county departments. More than 300 revenue leases allow for the use of county-owned facilities, generally at county parks and airports, and generate revenue to offset expenses incurred to provide such facilities to residents and users. Approximately 260 expenditure leases are managed to provide facilities throughout the county for departments and their employees to support the delivery of services in locations convenient to the residents served.

RESD also provides appraisal, acquisition and relocation assistance for county departments and, upon request, to other agencies including San Bernardino Associated Governments (SANBAG), the State of California, and various cities. The department establishes values and acquires the necessary rights-of-way needed to complete public safety projects, including the construction and maintenance of transportation corridors and floodways. The department also acquires land and facilities for various functions, disposes of property determined to be surplus to the county's needs, and maintains an inventory of all county land and facilities.

V. 2005-06 BUDGET

2005-06 BREAKDOWN BY EXPENDITURE AUTHORITY	2005-06 BREAKDOWN BY FINANCING SOURCE

Contin-gencies 11%
Salaries and Benefits 5%
Services and Supplies 84%

Fund Balance 10%
Other Revenue 6%
Local Cost 2%
Reimburse-ments 82%

VI. GOALS & 2006-07 OBJECTIVES AT CURRENT FUNDING LEVELS

GOALS	2006-07 OBJECTIVES
1. Improve customer service with departments that lease non-County owned space and/or lease county-owned space to others	A. Continue to conduct standing monthly (quarterly where appropriate) meetings with departments to promote exchange of information and initiate the development of project schedules. B. Monitor and update data, and use reports developed in the Computer Aided Facilities Management (CAFM) system as a tickler system and portfolio management tool.
2. Improve the quality and professionalism of services	A. Initiate the use of architectural and design firms to develop architectural programs and space plans to define space needs and relationships among tenant functional units. B. Develop individual project schedules with milestones and critical completion dates.

The stated goals and objectives for RESD to improve customer service, as well as the quality and professionalism of that service, were selected in order to continue the progress that has been made in gaining the full confidence of the departments, cities, and other public agencies RESD serves. Regularly scheduled meetings have fostered a better understanding in RESD of the needs of the departments, cities, and other public agencies served and, in turn, a better understanding of the processes and procedures dictated by market conditions, the specifics relative to individual projects, Board policies, and the mandates of codified laws and regulations imposed on RESD. Better automated reports, generated from data consistently updated at the moment changes occur, will allow staff to be proactive in dealing with time-sensitive matters. The use of architectural and design firms to develop comprehensive analyses and space plans will create a tool that can be used to more clearly understand the space needs of each client department and reduce the overall time from when a need is identified to the date of occupancy of the completed space. Individual project schedules will provide a mechanism for monitoring periodic progress on a project-by-project basis by describing major tasks, setting key milestones and estimating incremental completion dates.

Ultimately, the achievement of these goals will increase the productivity of the existing staff, which is essential if RESD is to meet the demands of the growing economy and population of the Inland Empire as well as the ever increasing complexity of individual leasing, appraisal and acquisition projects. The need for a more productive staff will soon be exacerbated by an extremely competitive labor market projected for the very near term. It will become increasingly difficult to not only hire additional staff but to hire competent replacement staff as the "Baby-Boomer" generation begins to retire. The use of technology to foster a proactive approach to dealing with issues, resolving problems, and managing projects, and to develop tools to monitor incremental progress, will enable the management of RESD to more easily identify and respond more timely to problems, issues and the need for additional training among the staff.

VII. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS

OBJT.	MEASUREMENT	2006-07 (Projected)
1A.	Percent of leases, appraisals, acquisitions, and surplus property sales completed within the projected schedule.	90%
1B.	Percent of amendments submitted for Board approval at least 30 days prior to the scheduled termination date of the existing lease. (The current rate is 10%.)	90%
2A.	Percent of leases in new locations in excess of 5,000 square feet for which architectural and space design plans have been completed.	100%
2B.	Percent of projects (leases for more than 10,000 square feet of space or acquisitions that include five or more parcels) utilizing a project schedule.	100%

If there are any questions about this business plan, please contact David H. Slaughter, Director, at (909) 387-7813.